

State of Vermont
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Received & Inspected

JUL 05 2012

FCC Mail Room

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June 29, 2012

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for
Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch,

Please find enclosed the annual Complaint Log for the State of Vermont which includes complaints
received between June 1, 2011 and May 31, 2012. This log includes the date of complaint, the nature of
the complaint, the date of its resolution, and an explanation of the resolution.

Sincerely,



Sunni M. Eriksen
Consumer Affairs and Public Information Division
Vermont Department of Public Service
112 State Street
Montpelier, VT 05602
802.828.3081

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ORIGINAL



Vermont FCC Complaint Log 2011 - 2012

Complaint Tracking for VT (06/01/2011-05/31/2012). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/22/11	The customer called a toll free number around 11 am, and introduced their name. The outbound line asked the customer how to spell their name. The customer repeated their name two times using an analogy for spelling. The Communication Assistant responded stating that the outbound representative did not know how to spell the name, and informed the customer that they need to spell it out so that it can be read to the caller. The customer stated that it had already been typed to the Communication twice, and the customer did not like the attitude of the Communication Assistant.	06/22/11	Center manager and supervisor met with the Communication Assistant concerning this matter. The Communication Assistant was coached that what was typed was inappropriate. The Communication Assistant understands.
2	06/27/11	Technical - General	06/29/11	Customer reported receiving a call failure message when trying to make a captioned call. Research showed the call was on the edge of the Canadian border and there was confusion between it being a long distance international call vs. local call. Technical support made an adjustment to allow the call to go through the system. Customer called and confirmed this resolved the matter.